



Australian Government



myagedcare



Find the help you need with My Aged Care

Freecall: **1800 200 422**

Website: **MyAgedCare.gov.au**

In person: book an appointment with
Services Australia

What is My Aged Care?

My Aged Care is the starting point for accessing Australian Government-funded aged care services. It provides information about:

- the different types of aged care services available
- what you might be eligible for
- applying for an aged care assessment
- setting up a supporter
- referrals to service providers that can help you meet your needs
- support available to assist you to understand and navigate the aged care system
- your contribution to the cost of your aged care.

What services are available?

Care at home

The Australian Government is improving in-home aged care to help people live independently for longer.

You may be eligible to access support to help you remain independent, safely and with a focus on your strengths and goals.

Services may include:

- personal care like help getting dressed or showering
- transport
- modifications to your home, like hand rails or ramps
- nursing, physiotherapy and other care
- help with meals
- help with cleaning your home or gardening
- safety equipment like walking frames
- cultural and social activities to help keep your mind and body active and healthy.

Short-term help

My Aged Care can also help you access short-term care services for situations such as:

- recovery from an illness, including after a hospital stay
- when you have had a setback and want to get your independence back
- when you, or your carer, needs a break (respite care)
- end of life care to help older people remain at home in their final months.

Care in an aged care home

If you find you need ongoing help with day-to-day tasks or health care, a residential aged care home lets you live in a supported environment where help is available 24 hours a day.

Who pays for services?

The government contributes to the cost of aged care services. If you can afford to do so, you may also need to contribute to the cost.

How much you pay may depend on:

- your financial situation
- the number and types of services you receive
- the service provider.

Are you eligible for services?

My Aged Care can help you understand:

- what services may be available
- how much they cost
- how you can access them.

Use the online 'Should I apply' tool to find out if you might meet the requirements for an assessment

MyAgedCare.gov.au/Should-I-Apply

Additional support services

Elder Care Support – helps older Aboriginal and Torres Strait Islander people, their families and carers access aged care services. Visit [MyAgedCare.gov.au/Elder-Care-Support-Program](https://myagedcare.gov.au/Elder-Care-Support-Program)

Care Finder program – helps older people without a carer or support person, and who need intensive help, to access aged care services and other supports in the community. Visit [MyAgedCare.gov.au/Help-Care-Finder](https://myagedcare.gov.au/Help-Care-Finder)

Support for carers

Carer Gateway – freecall **1800 422 737*** weekdays between 8 am and 5 pm.
CarerGateway.gov.au

Dementia Australia – National Dementia Helpline: freecall **1800 100 500***, 24 hours a day, 7 days a week. Dementia.org.au

Dementia Support Australia – for personalised support with changes in behaviour: freecall **1800 699 799***, 24 hours a day, 7 days a week. Dementia.com.au

Visit the **My Aged Care website** for more information
MyAgedCare.gov.au/Carers

Advocacy, information and support

The Older Persons Advocacy Network can help you to:

- understand and exercise your rights
- find services that meet your needs, and
- resolve issues with your government-funded provider.

Freecall **1800 700 600*** weekdays between 8 am and 8 pm, Saturdays 10 am to 4 pm.
OPAN.org.au

Four steps to access services

1. Apply for an assessment

Visit [MyAgedCare.gov.au/Apply-Online](https://myagedcare.gov.au/Apply-Online), freecall **1800 200 422*** or book an in-person appointment with Services Australia. You will be asked questions about your care needs, need to show your Medicare card, and give consent if someone is applying on your behalf.

2. Have an assessment

- My Aged Care sends your application to a local assessment organisation, which will contact you to book an assessment.
- An assessor will come to your home and ask you about your day-to-day activities, your needs and your preferences, and what you may need help with.
- You can have a family member, friend or carer to support you.

3. Find out about costs

To get an estimate of your aged care costs:

For aged care homes, visit [MyAgedCare.gov.au/Aged-Care-Home-Fee-Estimator](https://myagedcare.gov.au/Aged-Care-Home-Fee-Estimator)

For the Support at Home program, visit [MyAgedCare.gov.au/Support-At-Home-Fee-Estimator](https://myagedcare.gov.au/Support-At-Home-Fee-Estimator)

Services Australia will assess your income and/or means. If you have a pension, they will use your information they already have.

4. Find a provider

Your assessor or the 'Find a provider' tool on the My Aged Care website can help you find aged care service providers in your area: [MyAgedCare.gov.au/Find-A-Provider](https://myagedcare.gov.au/Find-A-Provider).

More information

Visit: MyAgedCare.gov.au

Freecall: 1800 200 422*, weekdays from 8 am to 8 pm and Saturdays from 10 am to 2 pm.

In person: visit a **Services Australia service centre** or book online for an appointment to talk to an Aged Care Specialist Officer if there's one in your area, or using video chat. Visit ServicesAustralia.gov.au/MyAgedCareFaceToFace or freecall **1800 227 475***.

If you are Deaf, deafblind or hard of hearing: contact the National Sign Language Program. Make a booking at DeafConnect.org.au/Services/Interpreting

The National Relay Service can assist if you find it hard to hear or speak using a phone. Visit AccessHub.gov.au/About-The-NRS and ask for a relay to **1800 200 422***.

Translating and Interpreting Service: call **131 450**, tell the operator the language you speak and ask them to call **1800 200 422***.

If you are a veteran or war widow/er: you may also be eligible for Department of Veterans' Affairs services or programs. Ask My Aged Care for more information.

You can **make a complaint** if you feel your rights have not been met. Contact the **Aged Care Quality and Safety Commission** on freecall **1800 951 822***.

Learn more about how My Aged Care handles your personal information at MyAgedCare.gov.au/Privacy

*1800 calls are free from landlines and most Australian mobile phone providers now offer free calls to 1800 numbers. Check with your mobile phone provider.